

20-12G

20-12D

[www.alcatelonetouch.com](http://www.alcatelonetouch.com)



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# Introduction.....

TCT Mobile Limited would like to thank you for purchasing this mobile phone.

## Home screen

- Convenient at-a-glance view of Widget applications
- Menu shortcuts for quick access

## Power media applications

- Music & Radio
- Webcam

The 3.0 Megapixel camera is a good companion for PC instant messaging.

## Bluetooth

With Bluetooth 3.0 supporting A2DP profiles, enjoy handsfree conversations.

## Apps

Apps store is an online software store, where you can download and install applications and games to your phone.

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This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 9 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

## Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

### • TRAFFIC SAFETY:

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

### • CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance. Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

Over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorders.



## PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods.

Exercise caution when holding your device near your ear while the loudspeaker is in use.

## • PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

## • BATTERY:

Before removing the battery from your phone, please make sure that the phone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.



This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

### In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

### In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

## • CHARGERS

Mains powered chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

## • RADIO WAVES:

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

**2012G/2012D:**

<b>Maximum SAR for this model and conditions under which it was recorded.</b>		
<b>Head SAR</b>	GSM 900 + Bluetooth	0.448 W/kg
<b>Body-worn SAR</b>	GSM 900 + Bluetooth	0.772 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information you can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com)

Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

• LICENCES

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**ALCATEL ONETOUCH  
2012G/2012D BLUETOOTH  
DECLARATION ID D022118**



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zi corporation



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# General information .....

- **Internet address:** [www.alcatelonetouch.com](http://www.alcatelonetouch.com)
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our website.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: [www.alcatelonetouch.com](http://www.alcatelonetouch.com)

Your telephone is a transceiver that operates on GSM networks in quad band with 850/900/1800/1900 MHz bands.



This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: [www.alcatelonetouch.com](http://www.alcatelonetouch.com).

## Protection against theft <sup>(1)</sup>

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering \* # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

<sup>(1)</sup> Contact your network operator for service availability.

## Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCT Mobile has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. TCT Mobile will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCT Mobile disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCT Mobile, may be subject to paid updates and upgrades in the future; TCT Mobile waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from TCT Mobile; it shall remain merely as information for the purchaser. Therefore, TCT Mobile shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCT mobile reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall TCT Mobile be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

# Regulatory information .....

The following approvals and notices apply in specific regions as noted.

2012G:

**TCT Mobile**

TCT Mobile Europe SAS  
55 Avenue des Champs Pierroux  
Immeuble Le Capitole 92000 Nanterre, France  
+33 1 46 52 91 00

**EC declaration of conformity / Déclaration de conformité CE**

Product / Produit: GSM quad band handset station with Bluetooth technology, FM radio / Portatif GSM quadribandes avec technologie Bluetooth, radio FM

Product Identification / Identification du produit: 2012G type Sesame2 1S1M EU

We / Nous: TCT Mobile Europe SAS  
55, avenue des Champs Pierroux  
92000 Nanterre  
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/EC and that all essential radio test suites have been carried out. Conformity assessment procedure: annex IV of the directive. / Déclarons sous notre entière responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité: annexe IV de la directive.

Applied standards / Normes appliquées:

- Item 3.1.a (protection of the health and of the safety of the user) / Article 3.1.a (protection de la santé et de la sécurité de l'utilisateur)
  - EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011
  - EN 50 360: 2001(A1:2012), EN 50 566: 2013, EN 62479 :2010,

- Item 3.1.b (requirements of protection in case concerning the compatibility electromagnetic) / Article 3.1.b (exigences de protection en ce qui concerne la compatibilité électromagnétique)
  - EN 301 489-1 v.1.0.2 (2011-09), EN 301 489-7 v.1.3.1 (2005-11), EN 301 489-17 v.2.2.1 (2012-09), EN 55013:2001 +A1:2003 + A2:2006, EN 55020:2007+ A11:2011

- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / Article 3.2 (utilisation efficace du spectre radioélectrique de façon à éviter les interférences dommageables)
  - EN 301 511 v.0.0.2 (2003-03), EN 300 328 v.1.8.1 (2012-06)

This product also conforms to the applicable requirements of following directives, / Ce produit est en conformité avec la directives,

- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)

This product can connect with a Common Mobile Phone Charger which complies with below standards: (Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants):

- EN001 489-34 v1.3.1 (2012-05)
- EN 62884:2010

The chargers delivered with this product also conform to the applicable requirements of the directive 2006/125/EC(Energy Related Product)/ Les chargeurs livrés avec ce produit sont en conformité avec la directive 2006/125/CE(écoconception des produits)

Conformity of this product with the essential requirements of the RATTÉ Directive 1999/5/EC has been reviewed by the following Notified Body: / La conformité de ce produit a été vérifiée par l'organisme de certification (notifi body) suivant:

American Certification Body, Inc.  
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States  
Identification number: 1588

Date: 2014-07-17  
Signature:

TCT Mobile Europe SAS  
Immeuble Le Capitole  
55, Avenue des Champs Pierroux  
92000 Nanterre - FRANCE  
TCT Mobile Europe SAS / Deputy General Manager  
Immeuble Le Capitole  
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CE 1588

2012D:

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- EN301 489-34 v1.3.1 (2012-05)
- EN 62884:2010

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Date: 2014-07-17  
Signature:

TCT Mobile Europe SAS  
Immeuble Le Capitole  
55, Avenue des Champs Pierroux  
92000 Nanterre - FRANCE  
TCT Mobile Europe SAS / Deputy General Manager  
Immeuble Le Capitole  
55, Avenue des Champs Pierroux  
92000 Nanterre - FRANCE  
TCT Mobile Europe SAS / Deputy General Manager

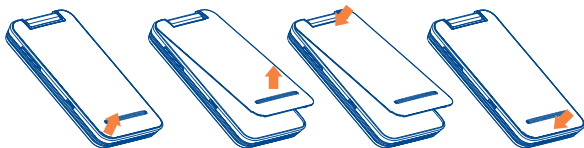
CE 1588



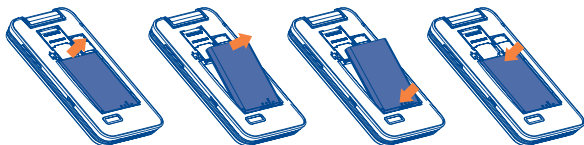
# Getting started .....

## 1.1 Set-up

### Removing and installing the back cover

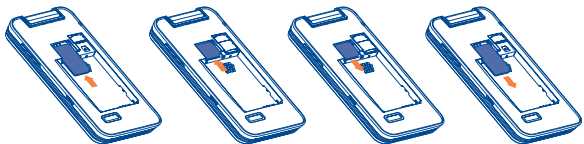


### Removing and installing the battery

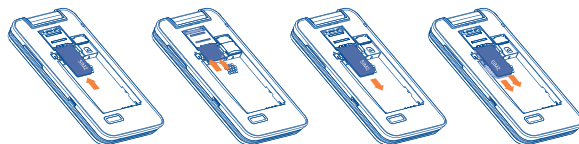


### Inserting and removing the SIM card

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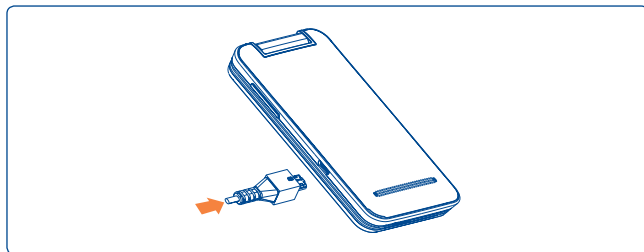


Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.




Your phone only supports mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise this may cause damage to your phone.

### Charging the battery





Connect battery charger to your phone and plug into the socket.

- Charging may take about 20 minutes to start if the battery is out of power.
- Be careful not to force the plug into the socket.
- The main socket must be close to the phone and easily accessible (avoid electric extension cables).
- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery (  ).



To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; switch off Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

## 1.2 Power on your phone

Hold down the  key until the telephone powers on, type in your PIN code if necessary and then confirm with the  key. The Home screen is displayed.

If you do not know your PIN code or if you have forgotten it, contact your network operator. Do not leave your PIN code with your telephone. Store this information in a safe place when not in use.

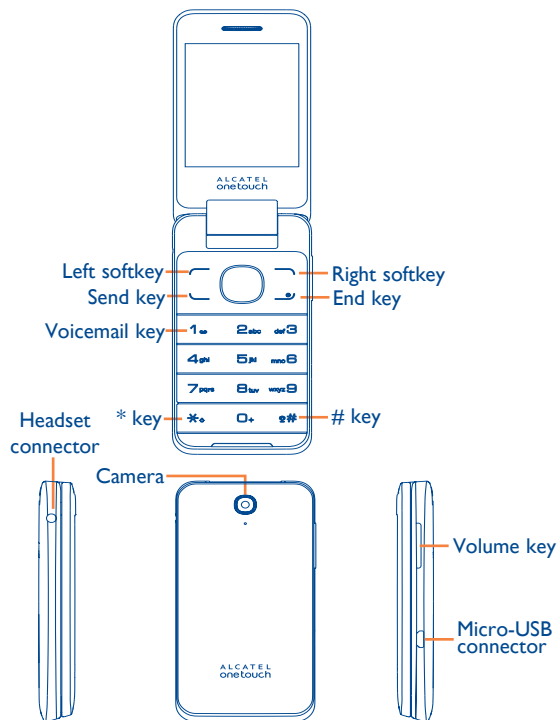
If Broadcast SMS are displayed, use the  key to browse through them or press the  to return to the Home screen.

## 1.3 Power off your phone

Hold down the  key from the Home screen.

# 2 Your mobile .....

## 2.1 Keys and connectors





- Press to confirm an option
- Press to go left/right/up/down

If widget bar is hide:

Profiles ▲

Calendar ▼

Messages ◀

Alarm ▶

- Access main menu



- Pick up/Send a call

- Press: Enter Call log

- Press and hold: Enter Fake call

- Access contacts



- Press: End a call

Return to the Home screen

- Press and hold: Power on/off

- Press and hold: Access your voicemail



From Idle screen

- Press: 0

- Press and hold: "+/P/W"

In Edit mode

- Press: Access symbols table

- Press and hold: 0



From Idle screen

- Press: \*

In Edit mode:

- Press: Change input methods

- Press and hold: Access language list



From Idle screen

- Press: #

- Press and hold: Vibration alert

In Edit mode

- Press: - (space)

## 2.2 Status bar icons <sup>(1)</sup>

In 2012G:



**Battery charge level.**



**Level of network reception.**



**Bluetooth status (Activated).**



**Bluetooth status (Connected to an audio device).**



**Missed calls.**



**Call forwarding activated:** your calls are forwarded.



**SD card scanning completed.**



**Roaming.**



**Flight mode.**



**GPRS connecting.**



**GPRS connection status (Activated).**



**EDGE connecting.**



**EDGE attached.**



**Music activated.**



**Radio is on.**



**Headset connected.**



**Alarm or appointments programmed.**

<sup>(1)</sup> The icons and illustrations in this guide are provided for informational purposes only.



**Receiving an MMS.**



**Sending an MMS.**



**SMS unread.**



**MMS unread.**



**Voicemail message arrived.**



**(Flickering) Message is full:** your phone cannot accept any new message. You must access the message list and delete at least one message on your SIM card or on your phone memory.



**Vibrate alert:** your phone vibrates, but does not ring or beep with the exception of the alarm.



**Silence mode:** your phone does not ring, beep or vibrate with the exception of the alarm.

**In 2012D:**



**Level of network reception.**



**Call forwarding activated:** your calls are forwarded.



**GPRS connecting.**



**GPRS connection status (Activated).**



**EDGE connecting.**



**EDGE attached.**


## 2.3 Home screen



### 2.3.1 Widget bar

Widgets are convenient shortcuts for quick access from the Home screen.

You can customize widget bar by "**Settings/Phone settings/Widget bar**".

To add/remove a widget, select "**Edit widgets**" and use  key to choose, and then confirm by pressing "**Save**".

To reorder widgets, select "**Reorder widgets**" and choose one item, scroll up or down to the required position, place it, and then confirm by selecting "**Done**" with Right softkey.



You aren't allowed to add more than four widgets. Two widgets cannot be removed: Messages, Call log.

### 2.3.2 Change wallpaper

You can select a folder to choose one image as favourite wallpaper by selecting "**Options/Set as/Wallpaper**".

## 3 Making a call.....

### 3.1 Placing a call


Dial the desired number then press the send key to place the call. The number you entered can be saved to **Contacts** by selecting "**Options/Save to Contacts**". If you make a mistake, you can press Right softkey to delete the incorrect digits.

To end the call, press the  key.

#### Making an emergency call

If your phone has network coverage, dial emergency number and press the send key to make an emergency call. This works even without a SIM card and without typing the PIN code.

### 3.2 Calling your voicemail <sup>(1)</sup>

Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time. To access your voicemail, hold down the  key.


If the access number for your operator's voicemail service does not work, dial the number that you were given. To change this number at a later date, refer to "**Voicemail**" (see page 29).





To use your voicemail service from abroad, contact your network operator before leaving.

<sup>(1)</sup> Contact your network operator to check service availability.

### 3.3 Receiving a call

When you receive an incoming call, press the send key to talk and then hang up using the  key.

If the  icon is displayed, the vibrator is activated and there is no ringtone. If the  icon is displayed, the phone neither rings nor vibrates.




The caller's number is displayed if it is transmitted by the network (contact your network operator to check service availability).

#### Muting the ringtone

To mute ringtone of current incoming call, press Right softkey once.

#### Rejecting a call

Press the  key once, or reject it by SMS (**Options\Reject call with SMS**).

### 3.4 During a call <sup>(1)</sup>

**During a call, following options are available:**

- Mute (Turn the Mute function on/off during a call)
- Hold (Hold the current call)
- End single call (End the current call)
- New call (Hold the current call and dial another number)
- Contacts (Enter **Contacts**)
- Messages (Enter Message)
- DTMF (Enable/Disable sending DTMF during the call)
- Calendar (Enter **Calendar**)
- Switch audio path (Switch current audio path)
- Sound recorder (record your current call)

<sup>(1)</sup> Contact your network operator to check service availability.

You can use **H-free** function by pressing Navigation key during a call.

You may also adjust sound level by scrolling up or down the Navigation key directly during a call.



Move the handset away from your ear while using the "H-free" option because the amplified volume might cause hearing damage.


You can switch the audio speech from handset to Bluetooth device when connected.

#### Handling two calls

- Answering a second call (ensure that "Call waiting" is activated, see page 64).
- To call a second party during a call, you can select "Options\New call".

### 3.5 Conference calls <sup>(1)</sup>

Your phone allows you to talk to several people at the same time (up to five). If you are on a double call, press "Options" and select "Conference". If a third call comes in, answer it by pressing the send key and speak with your new caller.

This caller becomes a member of the conference if you press "Options" and select "Conference call". Pressing  disconnects the current call.

<sup>(1)</sup> Contact your network operator to check service availability.


# 4 Messages .....





You can create, edit and receive SMS and MMS with this mobile phone. MMS enables you to send video clips, images, photos, animations and sounds to other compatible mobiles.

## 4.1 Access

You may access this menu using the following options:

- Access from the main menu by selecting "**Messages**".
- Select  from widget bar, and then enter the sub-menu you require.

## 4.2 Write message

You can select "**Messages\Write MSG**" from the main menu or access from widget  to write text/multimedia message. For dual SIM model, you can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory <sup>(1)</sup>. One or more recipients can be added from contact list. Press "**Contacts**" through  key to multi-select recipients from Contacts.

An SMS will be converted to MMS automatically when images, videos, audio, slides or attachments are inserted; or the message contains more than 8 pages of text.

### Timer send

Schedule a SMS/MMS to be sent out at predefined time ("**Options\Timer send**").

<sup>(1)</sup> 2012D only.



An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. An MMS message containing photos and/or sounds may also be billed as more than one message. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

## 4.3 Message folders

### 4.3.1 Inbox

All received messages (read and unread) are stored in the same Inbox. Available options: View, Reply, Call sender, Forward, Delete, Delete all, Add to blacklist, Add to whitelist, Save to Contacts, etc.

### 4.3.2 Drafts

All draft messages.

### 4.3.3 Outbox

All messages failed to be sent.

### 4.3.4 Sent

All sent messages.

You can empty above folders in "**Messages\Empty folder**".

## 4.4 Broadcast SMS <sup>(1)</sup>

- Receive mode** • Enable/disable to receive broadcast SMS.
- Channel setting** • Subscribe/Add/Edit/Delete channels.
- Languages** • Language selection.
- Read message** • Read received messages
- Ringtone Setting** • Select one ringtone.

## 4.5 Voicemail

View or edit the number to access your voicemail and confirm by pressing "OK". Your telephone number is usually written on your SIM card.

## 4.6 Templates

A list of predefined messages is available. Select one, edit it if needed, and then send it.

## 4.7 Settings

### 4.7.1 Text message

- SIM** • You can set validity period, message type, sent on/off, reply path, preferred bearer etc.
- Memory status** • Show memory used on the phone and SIM card.
- Save sent message** • Save/not save all your sent messages.
- Preferred storage** • Select default message storage, SIM or phone.
- Alphabet management** • Enables the definition of SMS data coding for management SMS sending.

### 4.7.2 MMS

- Data account** • Select your data account for multimedia messages.
- Common settings**
  - Edit** Set slide timing, edit mode, picture resize, max size, signature, etc.
  - Sending** Set the values for validity period, Read report, etc.
  - Retrieve** Set the values for Home network, Roaming network, etc.
  - Preferred storage** Select default MMS storage, phone or memory card.
  - Memory status** Show memory used on the phone or memory card.

<sup>(1)</sup> Depending on your network operator.



# 5 Contacts .....



## 5.1 Consulting your contacts

You can access this function by selecting "**Contacts**" from the main menu.

For dual SIM model, the complete contacts of both SIM1 and SIM2 are available in this menu <sup>(1)</sup>.

### Searching for a contact

You can search for a contact by inputting the initial of their name. Subsequent letters may be added to refine the search.

### Viewing a contact

Select a name from your contacts to read the contact information.

### Making the call

Press the send key once the name is selected. If several numbers are associated with that name and none has been set as a default, first choose the required number from the list (Mobile, Home, Work, etc.), and then press the send key to make the call.

<sup>(1)</sup> 2012D only.

## 5.2 Adding a contact

You can add a new contact to phone or SIM card by selecting "**Add contact**".

Following fields are accessible when you create a new contact in the Contacts: Name, Number, etc.

You can move from one field to another using the navigation key.



If you use your phone abroad, store the numbers in your Contacts in international format "+" followed by the country code.

## 5.3 Available options



From the contact list, you can access the following options:

- Add contact** Add a contact (name, numbers, etc.) in the Contacts.
- Send message** Send an SMS/MMS to a contact you selected from Contacts.
- Edit** Modify the contents of a file: name, number, ringtone, etc.
- Edit before call** Edit the phone number before placing a call.
- Add to Blacklist** Add the selected contact to blacklist.
- Add to Whitelist** Add the selected contact to whitelist.
- Delete** Delete the selected contact.
- Copy** Copy the selected contact to phone, SIM card.
- Send vCard** Exchange data by SMS, MMS, Bluetooth.
- Multi-mark** Mark one or more wanted contacts.
- Settings**
  - **Display mode** Select to display contacts in "SIM", "Phone" or "All".
  - **My number** Type in or modify user's own name, number.
  - **Copy all** Copy all contacts to phone or SIM card.
  - **Delete all** Delete all contacts from SIM or phone.
  - **Memory status** View used and available space in phone and SIM card.

## 6 Call log.....

### 6.1 Access

You can access the function using the following options:

- Select  from main menu
- Press send key from Home screen
- Select  from widget bar, and then enter the sub-menu you require.



Missed calls (red arrows)



Outgoing calls (green arrows)



Answered calls/Rejected calls (blue arrows)

### 6.2 Available options

When you press "Options", you can have access to **View**, **Send message**, **Save to Contacts**, **Edit before call**, **Add to blacklist**, **Add to whitelist**, **Delete** etc.

# 7 Apps <sup>(1)</sup> .....



Apps store is an online software store, where you can download and install applications and games on your phone.

You can access this function by selecting "**Apps**" from the main menu.

## 7.1 Locate the item you want to download

The Apps store home page offers several ways to find applications. It showcases different kinds of applications in **Featured** and **Categories**.

**Featured:** This shows pictures of recommended applications. You can select one to view its details.

**Categories:** This arranges applications under **Featured**, **Game**, **New**, etc. Select a category to choose the application you require.

Also, you can press the Search tab, enter the name of an application, and then press **Go** to find the result.

## 7.2 Download, install and manage applications

- Navigate to the item you want to download and select it to enter the details screen from which you can read its overall rating or comments, view developer's information, etc.
- To download an application, you can press **Download** from the application details screen.
- You can check the status of any application that is currently being downloaded using the Downloading tab. This enables you to delete, pause or resume downloading.
- When downloading has finished, you can manage your application using the Manager tab. You can select an application, and then press **Run** to install it or **Delete** to delete it.



Be particularly cautious with applications that can access many functions or a significant amount of your data. You are responsible for the results of using this item on your phone.

<sup>(1)</sup> Depending on your network operator.

## 8 Apps Mgr .....

When downloading games or applications has finished, the downloaded files can be found in 'Apps Mgr'. You can access and manage your downloaded applications and games from the main menu.

## 9 Camera .....

Your mobile phone is equipped with a camera for taking photos and shooting videos that you can use in different ways:


- store them as your creations on SD card or phone.
- send them in a multimedia message (MMS) to a mobile phone.
- send them directly by MMS, Bluetooth.
- customise your Home screen.
- select them as incoming call image for a contact in your Contacts.
- transfer them by data cable or microSD card to your computer.

### 9.1 Access

Select  from the main menu to access this function.

### 9.2 Camera

#### 9.2.1 Take a photo, save or delete

The screen acts as the viewfinder. Position the object or landscape in the viewfinder and press  to take the picture and the images will be automatically saved. If you don't want it, you can directly delete it.

### 9.2.2 Settings in framing mode

Before taking a photo, you can adjust a number of settings: From the main camera screen, press "Options" by pressing Left softkey to access: "Image size", "Capture mode", "Quality", "Timer", "Night mode", "Banding", "EV", "White balance", "Color mode". You can also access the following functions:

#### Access video

- Access video recording mode.

#### My images














- Go to "My files\Phone" or "My files\Memory card" to view the photos you have taken.

#### Storage

- You can choose saving location if microSD card is inserted.

#### Restore default

- Return all settings to default values.

	Access video		Banding
	My images		EV
	Image size		White balance
	Capture mode		Color mode
	Quality		Storage
	Timer		Restore default
	Night mode		

### 9.2.3 Options available after taking the photo


Once you have taken a photo, you can send your photo by Bluetooth, MMS, assign it to a contact, set as wallpaper, or go to "My images" to view it.

## 9.3 Video

### 9.3.1 Framing mode

When you enter the "Video" function through "CameraOptions\Access video", you are in Framing mode. Use the mobile screen as a viewfinder and press "Options" for the settings of **Video quality, Night mode, Record audio, Color mode, EV, Storage**, to **Access camera** and "My videos".

### 9.3.2 Recording mode

Once you have chosen your settings, you can start recording your video-clip by pressing the  key.

### 9.3.3 Further operations after shooting a video

After shooting a video, you can choose to send your video by MMS, Bluetooth or go to "My files\My videos" to view it.

In the list of "My videos", press "Options" to rename the video, copy to phone or memory card, etc.

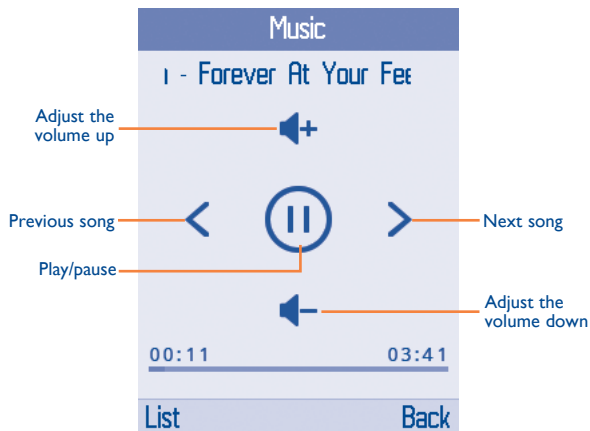
# 10 Media applications.....

## 10.1 Music .....

You can access this feature from the main menu by selecting "Music".

You will have full flexibility of managing music on your mobile and SD card.

### 10.1.1 Music playing mode



### 10.1.2 Available options

Press the left soft key for following options: **Play, Details, Update songs, Delete**, etc. **Settings** Enable you to switch among **Preferred playlist, Repeat, Shuffle, Background play**, etc.

### 10.2 Images.....

A library links to the images (stored in "**My images**") in phone or SD card to multi-mark, set as wallpaper, power on/off display and incoming call image or sent by MMS, Bluetooth.

Press an image once to view it in full screen.

### 10.3 Videos .....

Contains all video clips (stored in "**My videos**") in phone or SD card and enables you to play, send, rename, copy, move, delete, etc.


### 10.4 FM radio .....

Your phone is equipped with a radio<sup>(1)</sup> with RDS<sup>(2)</sup> functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.



To use it, you must plug in your headset, which works as an antenna connected with your phone.

#### Available options:

- Channel list** Open the list of saved stations.
- Save channel** Save the current tuned station to the "**Channel list**".
- Enter frequency** Enter the frequency manually.
- Auto search** Start auto search and stations will be automatically saved to "**Channel list**".
- Settings** Use  key to manage such settings: Loudspeaker, Audio quality, Record storage, RDS settings.
- Record** Record the radio: files will be automatically saved to "**File list**".

<sup>(1)</sup> The quality of the radio depends on the coverage of the radio station in that particular area.

<sup>(2)</sup> Depending on your network operator and market.

# My files.....



You will have access to all audio and visual files stored in phone or Memory card in **My files**.

## 11.1 Phone

An entry to access all files in all folders stored in phone.

### 11.1.1 My audios

Choose ringtone for an incoming call, a message alert beep, power on/off ringtone, etc.



DRM: Digital Rights Management feature allows sounds and images to be played while protecting the associated copyright. DRM counter-based files and files with expired rights will not be automatically played when scrolling the list.

### 11.1.2 My images

You can select an image or a photo as wallpaper, power on/off screen, or assign it as incoming call image.



The images will be displayed in alphabetical order.

## 11.1.3 Received

This feature stores all received files by Bluetooth.

## 11.1.4 My videos

"**My videos**" album contains video clips recorded, received or downloaded.

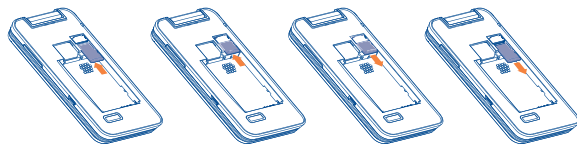
## 11.2 Memory card

You can access all files stored in the Memory card here.



When a Memory card is inserted for the first time, it will be scanned and the default folders will be created.

### Inserting and removing the memory card:



Place the microSD card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

### 11.3 Managing audios, images, videos and others

According to the item chosen, you can access some of the functions below:

- Send** Send the audio/image/video.
- Set as**
  - Image→wallpaper, power on/off and incoming call image.
  - Sound→ringtone, message beep.
- Create folder** Create new folders.
- Rename** Rename the audio/image/video.
- Delete** Delete the audio/image/video selected (not applicable for embedded items).
- Copy** Copy a file to the phone memory or the SD card.
- Move** Move a file from the phone memory to the SD card and vice-versa.
- Details** View details of the file.

### 11.4 Formats and compatibility <sup>(1)</sup>

- Sounds: MIDI, MP3, iMelody, AMR-NB
- Images: jpg, gif, wbmp, bmp
- Videos: H.263, MPEG4 (may vary on specific product)

### 11.5 Memory status

Indicates how much space is used and how much is currently free on your phone and memory card (if any).

#### 11.5.1 Phone

View available memory space.

Your phone's memory is shared among several functions: contacts, calendar, messages, images, melodies, games and video clips.

#### 11.5.2 Memory card

View the memory available on your memory card.

You are advised to save large files (like songs) on your memory card.

<sup>(1)</sup> Depending on product and market.



# 12 Applications .....

## 12.1 Facebook .....



Facebook is a social utility that connects people with friends and others who work, study and live around them. It provides a number of features with which users may interact: Wall, a space on every user's profile page that allows friends to post messages for the user to see; Pokes, which allow users to send a virtual "poke" to each other, etc.

To get a Facebook account, please visit <http://m.facebook.com>.

You can access this menu from the main menu by selecting "**Facebook**".

Before accessing Facebook page, you must log in, then input your facebook account and password.

### 12.1.1 News feed

To access this feature, select "**Facebook\News Feed**" from the main menu screen.

This menu enables users to view a constantly updated list of their Facebook friends' activity, profile changes, upcoming events, birthdays, conversations taking place between the walls of their friends, etc.

### 12.1.2 Messages

From this menu, you can exchange messages with your Facebook friends. Select "**New Conversation**" to enter the message editing screen, enter your friend's name or select one or more friends from your friends list by pressing the  key, then enter your message text. When finished, press the  key to send it.

Using the  key to view all the message threads of the Facebook friends you selected.

#### Available options:

<b>Delete</b>	Delete the current conversation thread.
<b>Refresh</b>	Data refresh.

### 12.1.3 Friends

You can access this function from the main menu screen by selecting "**Friends**".

When accessing this menu, you will see a list of all contacts.

### 12.1.4 Photos

This menu displays photos downloaded from Facebook.

Your Facebook gallery is displayed in albums. The first album will be generated automatically and contains all photos in which you have been tagged.

### 12.1.5 Events

To access this feature, select "**Facebook\Events**" from the main menu screen.

This menu displays the list of all events and the list of birthdays of all Facebook friends.

### 12.1.6 Search

To access this feature, select "**Facebook\Search**" from the main menu screen.

This menu enables users to search for a friend they want to connect with, or locate a page they want to view, etc.

### 12.1.7 Notification

To access this feature, select "**Facebook\Notification**" from the main menu screen.

This menu displays all notifications from your Facebook friends.

### 12.1.8 Settings

As your phone supports Facebook, you can access settings for this feature by selecting "**Facebook\Settings**" from the main menu screen.

#### Logout

Select to log out from facebook.

## 12.2 FB Messenger.....

Facebook Messenger is an instant messaging service which lets you communicate with your friends whenever they are connected to it. Sending/receiving pictures and group messaging are also supported.

## 12.3 Twitter.....

Twitter is a social networking and microblogging service that has gained notability and popularity worldwide. This feature enables phone users to exchange news updates and ideas with a community in the form of messages or posts. Posts are displayed on the author's profile page and delivered to the author's subscribers or followers.

To open an account online, please go to: <http://m.twitter.com>.

## 13 Game.....

You are allowed to download your favorite games to your phone. Downloading this application may incur data charges.

## 14 Services.....

Contact your network operator to check service availability.

# 15 Tools .....

## 15.1 Alarm .....

Your mobile phone has a built-in alarm clock with a snooze feature. You can set up to five separate alarms and choose whether or not the alarm should repeat.

- Repeat** You may select **Once** (default)/**Everyday/Days** to your needs.
- Snooze** The alarm will repeat at regular intervals.
- Alert type** You may select the mode of Ringtone: **Ring only, Vibrate only, Vibration and ring.**
- Ringtone** You can choose one tone as the alarm ringtone.

## 15.2 Calculator .....

Access this feature by selecting "**Calculator**" from the main menu.

Enter a number, select the type of operation to be performed using the navigation keys, and enter the second number, then select "=" to display the result.

Once an operation is complete, you can select "**Clear**" to clear numbers and carry out a new operation.

To return to the main menu, select "**Back**".

To return to the Home screen, press the  key.

## 15.3 Calendar .....

Once you enter this menu from the main menu, there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked.

### Available options:

- View** See today's appointments.
- View all** See all the created appointments.
- Add event** Create "**New voice alarm**" or "**To do list**".
- Jump to date** Input the required date and it will be immediately highlighted.
- Go to today** Focus on today's date.
- First day of one week** Set the first day of the week.

## 15.4 Notes .....

You can create a note in text format by accessing "**Notes**" from the main menu.

### Available options:

- View** View created note.
- Edit** Edit previously created note.
- Create text note** Add new text note.
- Multi-mark** Mark/Unmark a tick on a note for further operation.
- Delete** Delete note.

## 15.5 Bluetooth™ (1)

Access this feature by pressing "**Menu**" by pressing Left softkey on the Home screen to enter the main menu, then selecting "**Bluetooth**".

To use your phone with a Bluetooth device, you need to perform two steps:

- Pair and register the device to your phone,
- Select it to use hands-free communication. Only one Bluetooth audio device (your Bluetooth headset or your Bluetooth car kit) can be connected during the communication.

### Pair and register your Bluetooth device

Activate the Bluetooth feature by selecting the "**Bluetooth\Activation\On**" option. Then enter the "**Device list**" menu to search for connectable Bluetooth devices. From the list, select the device you want to pair directly. If the bluetooth device has no keyboard, enter its default password to register it with your phone. If the Bluetooth device has keyboard/keypad, enter the same set of password on both handset and the device to get it registered.



Don't forget to turn on your Bluetooth device and activate the pairing mode while pairing it with your phone.

(1) You are recommended to use ALCATEL ONE TOUCH Bluetooth headsets, which have been tested and proved compatible with phone. You can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com) for more information about ALCATEL ONE TOUCH Bluetooth headset.

## Visibility

Select whether you want to hide or show to all.

### BT Dialler (1)

This phone is embedded with a BT dialler feature which means that you can connect your 2012G/2012D with a host phone through a Bluetooth connection. Once successfully linked, you can receive and make calls from the host phone using this phone. Other options available are syncing with the host phone's contacts, viewing its call log, and viewing/making SMS messages sent to/from the host phone. You can pair with the host phone through Bluetooth. **Activate host connection:** Turn Bluetooth on, select to view the list of available Bluetooth devices and then press **BT dialler\On**. You need to confirm your password (automatically displayed) in the host phone once you have chosen to pair it with your 2012G/2012D. When pairing succeeded, the host name will be visible on your 2012G/2012D. You only need to pair your 2012G/2012D once. It automatically reconnects to your host phone once you turn on Bluetooth both in your 2012G/2012D and host phones.

### My phone's name

You can change the name of the phone that is visible to others.

(1) Depends on software version and countries.

## Available functions

- Data transmit** Exchange files with another Bluetooth device.
- Handle a call** Initiate or receive a phone call with a Bluetooth headset.
- Listen to music** Listen music by Bluetooth headset.
- Dialup networking profile** Network connection can be activated via bluetooth.



Always activate Bluetooth in your phone first before connecting it to a Bluetooth device. Be aware that Bluetooth activation will slightly affect battery life of your phone.

Bluetooth technology allows free wireless connections between all Bluetooth-compliant devices within short range. Please make sure that the Bluetooth headset or the Bluetooth car kit and your mobile phone are in this range and set as visible.

## 15.6 Recorder .....

To access this function, select **Recorder** from main menu.

**Recorder** allows you to make voice or sound recordings.


## 15.7 Voice alarm .....

With this menu, you can create new voice file and set it as the alarm. Select "**Create voice file**", press  to save it to certain date and time.

### Available options:



- Play** Play voice file you've created
- Add** Create new voice file
- Edit** Edit the voice file
- Delete** Delete selected voice file
- Delete all** Delete all voice files

## 15.8 Fake call.....

This program enables you to call yourself by simulating a caller number/ name, ringtone at a scheduled time. It helps you to politely escape from social situations at any time you wish. This call can be rejected by .

- Activate** Activate a fake call by "**Fake call mode\Enable**".
- Set caller name** Predefine caller name of fake call.
- Set active time** Predefine time for fake incoming call, the call will then be made at the predetermined time.
- Mode** Select among **Ring, Vibration, Ring + Vibrate, Silence**.
- Ringtone** Predefine ringtone for fake call.

## 15.9 Call filter.....

To add numbers or contacts to **Blacklist/Whitelist**, press  to add from **Contacts, Call log, Messages**, you can also create directly by pressing .

- Blacklist** Enable blacklist, all callers in the list will be automatically blocked.
- Whitelist** Enable whitelist, only callers in the list can be connected.
- Settings** You are allowed to select among **Enable Blacklist, Enable Whitelist** and **Disable Call filter**.

## 15.10 Internet<sup>(1)</sup>.....

### 15.10.1 Homepage

Launch the Wap browser with the preset homepage.

### 15.10.2 Bookmarks

Access your favourite sites.

### 15.10.3 Go to URL

Enter the URL of Wap site.

### 15.10.4 Last wap address

Last visited URL.

### 15.10.5 Recent pages

Pages you recently visited.

### 15.10.6 Offline pages

Pages available for offline viewing.

### 15.10.7 Service inbox

Store Wap push messages.

### 15.10.8 Settings

Customise your browser preferences.


<sup>(1)</sup> Depending on your network operator. May cause additional network charges for data flow to provide this service. Extra fees might also be charged in roaming states.

# 16 Profiles.....

With this menu, you may personalise ringtones for different events and environments.

## 16.1 General

To modify the sound settings, press "**Options\Customize**" and you will see the functions below using the navigation key:

- Alert type** You may set your phone ringtone to Ring only, Vibrate only, Vibration and ring, Vibration then ring, Silence (no sounds except for alarms.)
- Ring type** Set your ring type to Ascending, Beep once, Repeat.
- Ringtone** Select a melody from the list by scrolling up/down.
- Ringtone volume** Adjust the volume by  key.
- Message tone** Select a melody for a new incoming message.
- Keypad** Select silence or the type of key beep.
- Power On** Select a Power on melody for your phone.
- Power Off** Select a Power off melody for your phone.
- Cover on** Select a melody for clamshell cover open sound.
- Cover off** Select a melody for clamshell cover close sound.

## 16.2 Vibrate

All sounds are replaced by vibrations except for alarms.


## 16.3 Silent

This profile will turn off all ringtones, even notification sounds.

## 16.4 Flight mode

All voice calls, Bluetooth, and messaging functions are blocked. This mode can be used to increase standby duration.

# 17 Settings.....

From the main menu, select the menu icon  and select the function of your choice in order to customise your telephone.

## 17.1 Phone settings

### 17.1.1 Display

#### Wallpaper

The wallpaper is displayed when you switch on your telephone.

By selecting "**Wallpaper**" you can customise it by replacing the default image or animation displayed on your telephone.

#### Power on/off

You can customise your welcome animation or image that appears when you switch on your phone.

You can also customise your ON/OFF screen with an image or animation.

#### Brightness

You can adjust black level with respect to LCD display by using the navigation key.

#### Backlight

Allows you to reduce brightness for enhanced battery performance and to save power during periods of expected inactivity.

### 17.1.2 Time and date

Allows you to have settings of local city, date and time, including 12/24h format.

You can also set the daylight saving adjustment and activate auto update if needed.

### 17.1.3 Widget bar

From Widget bar, you can quickly access the features that you use the most. When activated, pressing left/right to access application shortcuts one by one, and pressing up/down to access a list of available actions of the selected applications. You can choose to display, hide, edit or reorder the widget bar (see page 23).

### 17.1.4 Keypad

#### Navigation keys

These keys have predefined functions, which vary from one model to another (operator services, games access, or Games & Applications...). You can associate to functions, numbers from contacts and URL you wish to each key. This function only available when widget bar display is off.

#### Numeric keys

By customising your keys, you can access any function directly from the Home screen.



### 17.1.5 Clamshell

- Open to answer** In this menu, you can select open clamshell to answer a call or not.
- Close options** In this menu, you can select close clamshell to stop or continue application.
- Sound** In this menu, you can choose to have sound or not when open and close clamshell.

### 17.1.6 Languages <sup>(1)</sup>

Display language for messages. The "**Auto**" option selects the language according to the home network (if available).

### 17.1.7 Input mode <sup>(2)</sup>

Please see chapter "**Latin input mode**", page 70. In addition to the specific characters table for Cyrillic, Chinese, other data input modes are also available in your telephone. This feature allows you to write short messages and add names with special characters to your contacts.

## 17.2 Call settings <sup>(1)</sup>

You can access a number of items with this option:

### Billing

You can access different items with this option:

- Call cost** • You can view the last, max or total cost of charged calls, modify it or reset it and enter the cost of a call in the currency of your choice.
- Duration** • You can view the total duration of last call, outgoing calls, answered calls or reset duration.

<sup>(1)</sup> Contact your network operator to check service availability.

<sup>(2)</sup> Depending on the language.

### Call waiting

Activate/Deactivate the notification of a second incoming call by a beep.

### Call forwarding

You can activate, cancel or verify the status of the call forwarding to the voicemail or to a specified number.

### Call barring

You can activate or deactivate the call barring for outgoing and incoming calls. The various options are:

#### Outgoing calls

The following configurations are possible:

- **All calls** All outgoing calls are barred.
- **International calls** Outgoing international calls are barred.
- **International except home** Outgoing international calls except those to your country of subscription are barred.

#### Incoming calls

The following configurations are possible:

- **All calls** All incoming calls are barred.
- **Roaming** Incoming calls are barred when you are abroad.

#### Cancel all

Deactivate all call barring.

#### Change barring password

Change the original barring password for activating call barring.

## Caller ID

Set by network or hide, send number.

## Call time reminder

Select an Off/Single/Periodic reminder in this menu.

## Auto redial

You can (de)activate automatic callback for calls that don't get through the first time.

## 17.3 Network

### 17.3.1 Network selection

- Preferred network** • List of networks to which you wish to be connected in order of priority.
- Select network** • The choice of network connection is left up to the user.
- Search mode** • Network connection can be switched between "**Manual**" and "**Auto**".

### 17.3.2 GPRS international roaming

GPRS data services can be used while roaming overseas.

## 17.4 Connectivity

A set of profile settings for messaging and Wap connection.

## 17.5 Security

### 17.5.1 SIM settings

- Activate PIN** The SIM card protection code is requested each time the phone is powered on.
- Fixed dial number** Allows the phone to be "**locked**" so that it can only dial certain numbers, or numbers with certain prefixes. To activate this function, PIN2 code is mandatory.
- Change PIN** Change PIN code.
- Change PIN2** A protection code for certain SIM card features (Billing/Cost/FDN, etc.) will be requested if you attempt to access it, if the code is activated. Select to update it with a new one (between 4 and 8 digits).

### 17.5.2 Phone

<b>Activate password</b>	It is requested each time the phone is powered on.
<b>Change password</b>	Change phone password, its initial one is 1234.

### 17.6 Regulatory & Safety

You can view information of product model, Manufacturer name & address, IMEI, CU Reference, Bluetooth QD ID, etc.

### 17.7 Rights manager

You can refer to **List rights**, **General info**, **Advanced** under this menu.

### 17.8 Restore default

Make the phone's settings recover to its default value. End-user data will not be erased. Enter its default password 1234 to confirm to restore and reboot.

### 17.9 Dual SIM settings<sup>(1)</sup>

You are allowed to activate only SIM1, only SIM2, or Dual SIM.

<sup>(1)</sup> 2012D only.

## 8 Making the most of your mobile.....

### 18.1 PC suite

You can download PC Suite for free from the website ([www.alcatelonetouch.com](http://www.alcatelonetouch.com)). The PC suite includes:

- **Backup/restore**

You can backup the important data in your mobile and restore them when needed.

- **GPRS modem**

Use your mobile phone to connect PC to the internet.

- **Multimedia Personalization**

Customize your mobile with images, animations and melodies.

- **Messages**

You can compose SMS/MMS easily on your PC and transfer them to your phone.

#### **Supported Operating Systems**

Windows XP/Vista/Windows 7.

## 18.2 Mobile Upgrade

Using Mobile Upgrade tool you can update your phone's software from your PC.

Download Mobile Upgrade from ALCATEL ONE TOUCH website ([www.alcatelonetouch.com](http://www.alcatelonetouch.com)) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool).

Your phone's software will now have the latest software.



All personal information will be permanently lost following the update process. We recommend you backup your personal data using PC Suite before upgrading.

### Supported Operating Systems

Windows XP/Vista/Windows 7.

## 18.3 Webcam<sup>(1)</sup>

You can use your phone as a webcam for instant messaging on your PC.

- Connect your phone to PC via USB cable.
- Go to "**My computer**" folder on your PC and find USB video device (Under Scanners & Cameras).

<sup>(1)</sup> The using of webcam may vary according to the operating system of your PC.

# 19 Latin input mode.....

There are two input methods to write messages:

- Normal: this mode allows you to type a message by choosing a letter or a sequence of characters.
- Predictive with the eZi mode: this mode speeds up the writing of your message.

### Keypad inputting:

 +: Press: Access symbols table

 : Press: Change input methods

 #: Press: Enter a space

## 20 Warranty.....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months <sup>(1)</sup> from the date of purchase as shown on your original invoice.

Batteries <sup>(2)</sup> and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months <sup>(1)</sup> from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

<sup>(1)</sup> The warranty period may vary depending on your country.

<sup>(2)</sup> The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
- 2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,
- 3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCT Mobile Limited,
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

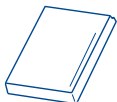
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Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

## 21 Accessories <sup>(1)</sup> .....

The latest generation of ALCATEL ONE TOUCH GSM mobile phones offers a built-in handsfree feature that allows you to use the telephone from a distance, placed on a table for example. For those who prefer to keep their conversations confidential, an earpiece is also available known as the headset.



Battery



USB cable




Stereo headset



Only use your telephone with ALCATEL ONE TOUCH batteries, chargers and accessories in your box.

## 22 Troubleshooting .....

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge (  ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use User Data Format <sup>(1)</sup> and the Mobile Upgrade tool to perform phone formatting or software upgrading. (to reset User Data format, hold down # while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, photos, messages and files, downloaded applications like MRE games will be lost permanently. It is strongly advised to fully backup the phone data and profile via PC suite before doing formatting and upgrading.

and carry out the following checks:

### My phone is frozen or cannot switch on

- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format <sup>(1)</sup> to reset the phone or Mobile Upgrade to upgrade software

### My phone has not responded for several minutes

- Restart your phone by pressing and holding the  key
- If it still does not work, please use User Data Format <sup>(1)</sup> to reset the phone or Mobile Upgrade to upgrade software

### My phone turns off by itself

- Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the power key.
- Check the battery charge level
- If it still does not work, please use User Data Format <sup>(1)</sup> to reset the phone or Mobile Upgrade to upgrade software

### **My phone cannot charge properly**

- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible

### **My phone cannot connect to a network or “No service” is displayed**

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded

### **My phone cannot connect to the Internet**

- Check that the IMEI number (press \*#06#) is the same as the one printed on your warranty card or box
- Make sure that the internet access service of your SIM card is available
- Check your phone's Internet connecting settings
- Make sure you are in a place with network coverage
- Try connecting at a later time or another location

### **Invalid SIM card**

- Make sure the SIM card has been correctly inserted
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

### **Unable to make outgoing calls**

- Make sure you have dialed a valid number and press the send key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls
- Make sure that your phone is not in flight mode

### **Unable to receive incoming calls**

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)

- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode


### **The caller's name/number does not appear when a call is received**

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her name or number

### **I cannot find my contacts**

- Make sure your SIM card is not broken
- Make sure your SIM card is inserted properly
- Import all contacts stored in SIM card to phone

### **The sound quality of the calls is poor**

- You can adjust the volume during a call by pressing the navigation key
- Check the network strength 
- Make sure that the receiver, connector or speaker on your phone is clean

### **I am unable to use the features described in the manual**

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an ALCATEL ONETOUCH accessory

### **When I select a number from my contacts, the number cannot be dialed**

- Make sure that you have correctly recorded the number in your file
- Make sure that you have selected the country prefix when calling a foreign country

### **I am unable to add a contact in my contacts**

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts

### **My callers are unable to leave messages on my voicemail**

- Contact your network operator to check service availability

### **I cannot access my voicemail**

- Make sure your operator's voicemail number is correctly entered in "Messages\Voicemail"
- Try later if the network is busy

### **I am unable to send and receive MMS**

- Check your phone memory availability as it might be full
- Contact your network operator to check service availability and check MMS parameters
- Verify the server centre number or your MMS profile with your operator
- The server centre may be swamped, try again later

### **The flickering icon is displayed on my standby screen**

- You have saved too many short messages on your SIM card; delete some of them or archive them in the phone memory

### **SIM card PIN locked**

- Contact your network operator to obtain the PUK code (Personal Unlocking Key)

### **I am unable to connect my phone to my computer**

- Install ALCATEL ONETOUCH PC suite first of all
- Check that your computer meets the requirements for ALCATEL ONETOUCH PC Suite installation
- Make sure that you're using the right cable from the box

### **I am unable to download new files**

- Make sure there is sufficient phone memory for your download
- Select the microSD card as the location to store downloaded files
- Check your subscription status with your operator

### **The phone cannot be detected by others via Bluetooth**

- Make sure that Bluetooth is turned on and your phone is visible to other users
- Make sure that the two phones are within Bluetooth's detection range

### **How to make your battery last longer**

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request
- Deactivate Bluetooth when not in use

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